

**(Original): Claim number 1 as filed with the application**

- ~~1. A method and system for providing on-line assistance to the end users in a networking environment through use of multimedia applications comprising, at a client system, displaying an icon for on-line help, and in response to a single action being performed, sending a unique serial number assigned to the said user to a storage media for initializing a help session, at a storage media, identifying a user's profile through the received serial number from a client system, and transmitting the said user's profile information to a multimedia helping agent system, at the helping agent system, identifying the user priority through the received user profile information, based on the priority ranking initializing and establishing a multimedia connection with the client system through one of the many networking connectivity available options, and transmitting the Web page address information along with multimedia helping information to the client system.~~

**(Currently amended): Claim number 1 once amended as follows:**

1. A method and system for providing on-line assistance through the use of multimedia services (data, voice and video) over networking elements capable of providing and sustaining a desired Quality of Service (QoS) essential for the transmission of multimedia communications between at least one client and helping agent systems, comprising:
  - (a) identifying and selecting at least one type of multimedia connection suitable for on-line help session between said client and a helping agent systems;
  - (b) selecting the type of the transport network capable of carrying the multimedia connection between said client and helping agent systems as identified in step (a);
  - (c) invoking a multimedia on-line help session between the said client and helping agent systems that can provide a desired QoS;
  - (d) using unique serial numbers to acquire managing and exchanging capabilities about the nature of an on-line helping session between said client and helping agent systems;
  - (e) synchronizing and presenting concurrently at least one type of multimedia information on the said client and helping agent systems;
  - (f) exchanging and mutually updating the mice cursor positions coordinates between said client and helping agent systems; and
  - (g) displaying plurality of mice cursors at the respective viewing screens of the said client and helping agent systems.

**(Original): Claim number 2 as filed with the application**

2. ~~The method and system according to claim 1 wherein a client system sends a unique serial number in response to a single action to a designated information storage media.~~

**(Currently amended): Claim number 2 once amended as follows:**

2. The method and system according to claim 1 wherein a client system sends a unique serial number to a storage media in response to a single action performed at the client to a designated information storage media.

**(Original): Claim number 3 as filed with the application**

3. ~~The method and system according to claim 1 wherein a designated storage media maps a unique user's profile information in response a serial number received from a client system.~~

**(Currently amended): Claim number 3 once amended as follows:**

3. The method and system according to claim 1 wherein a designated storage media maps a unique user's profile information against the unique serial number received from a client system.

**(Original): Claim number 4 as filed with the application**

4. ~~The method and system according to claim 3 wherein a designated storage media sends a unique user profile information to a helping agent system.~~

**(Currently amended): Claim number 4 once amended as follows:**

4. The method and system according to claim 1, wherein a designated storage media sends a unique user profile information to a helping agent system in response to a unique serial number received from a client.

**(Original): Claim number 5 as filed with the application**

5. ~~The method and system according to claim 1 wherein the user's profile consisting of user's concerns and behavior patterns are consolidated with number ranking from user's visits to different web sites.~~

**(Currently amended): Claim number 5 once amended as follows:**

5. The method and system according to claim 1, wherein the user's profile consisting of user's concerns and behavior patterns are consolidated with a number ranking system reflecting user's past interaction with the helping agents.

**(Cancelled): Claim number 6 as filed with the application is hereby cancelled.**

- ~~6. The method and system according to claim 5 wherein the user's profile contains the aggregated behavioral patterns of a user collected from visiting different web sites.~~

**(Original): Claim number 7 as filed with the application**

- ~~7. The method and system according to claim 1 wherein the level of services to be provided including the network connectivity options are determined from the user's profile.~~

**(Currently amended): Claim number 7 once amended as follows:**

7. The method and system according to claim 1, wherein the selecting a specific type of multimedia service is based on client's level of importance and preferences.

**(Cancelled): Claim number 8 as filed with the application is hereby cancelled.**

- ~~8. The method and system according to claim 1, wherein the storage media contains the records of the logged-in user that define a user's profile.~~

**(Original): (Cancelled): Claim number 9 as filed with the application is hereby cancelled.**

- ~~9. The method and system according to claim 1 wherein the client system exchanges Web pages with the helping agent system comprising the steps of; at the client system, transmitting the web site address currently being displayed at the helping agent system, at the helping agent system receiving the web site address from the client system and then directly accessing the contents of the web site through the designated web server.~~

**(Cancelled): Claim number 10 as filed with the application is hereby cancelled.**

- ~~10. The method and system according to claim 7 wherein either a client system or agent system can be in the control mode and direct the other system to accept its web page address.~~

**(Original): (Cancelled): Claim number 11 as filed with the application is hereby cancelled.**

- ~~11. The method and system according to claim 7, wherein the client system and the helping agent system mutually exchange and update mouse movements and positions co-ordinates.~~

**(Original): (Cancelled): Claim number 12 as filed with the application is hereby cancelled.**

~~12. The method and system according to claim 9, wherein client system and the helping agent system can view two different mouse cursors distinguishable from each other on their respective screens.~~

**(Original): (Cancelled): Claim number 13 as filed with the application is hereby cancelled.**

~~13. A method and system for providing on-line assistance to the end users in a networking environment through use of multimedia applications comprising: at a client station, (a) means for initializing a help session, (b) means for transferring the web page information to a helping agent system, and (c) means for transferring mouse co-ordinates to the helping agent system, at the helping agent system, (a) means for identifying a user operating on a client system through a unique user's profile, (b) means for accessing the same Web page information as fetched by the client system, (c) means for sending the web page address to the client system, and (d) means for establishing a multimedia session with the client system.~~

**(Original): Claim number 14 as filed with the application**

~~14. The method and system according to claim 11, wherein an agent system establishes a multimedia connection with a client system over Public Switched Telephone Network (PSTN).~~

**(Currently amended): Claim number 14 once amended as follows:**

14. The method and system according to claim 1, wherein a client or helping agent can mutually establish a multimedia connection over Public Switched Telephone Network (PSTN) that can support the required QoS preferences.

**(New): Claim number 15 as filed being new with the application**

15. The method and system according to claim 1, wherein the multimedia connection between a helping agent and a client can be established through a single mouse click.

**(New): Claim number 16 as filed being new with the application**

16. The method and system according to claim 1, wherein a client and helping agent systems can directly establish an interactive help session between their respective systems without the need of any other intermediate supporting components involved.

**(New): Claim number 17 as filed being new with the application**

17. The method and system according to claim 2, wherein the distinct serial number retrieved from a client's system can be comprised of a telephone number that can be used to identify the said client and establish a unique multimedia connection.

**(New): Claim number 18 as filed being new with the application**

18. The method and system according to claim 1, wherein a multimedia connection between client and helping agent systems can be established, comprising the steps of:
- (a) utilizing IP enabled telephone sets interfacing with client and helping agent systems for voice/video communication as part of multimedia help

**(New): Claim number 19 as filed being new with the application**

- 19 A method and system designed to provide on-line help through the use of multimedia services with desired QoS preferences and parameters, comprising:
- (a) launching multimedia on-line help services icon in a display window;
- (b) synchronizing the multimedia information as presented to one or more client and helping agent systems;
- (c) exchanging and updating the mice position co-ordinates dynamically between said systems; and
- (d) displaying single or multiple mice icons distinguished from one another in the said systems' respective display windows.

**(New): Claim number 20 as filed being new with the application**

20. The method and system according to claim 19, wherein the both mice cursors can independently launch web hyperlinks being displayed at the said client and helping agent viewing windows to access the related webpages information.

**(New): Claim number 21 as filed being new with the application**

21. The method and system according to claim 19, wherein client and helping agent systems ensure that at any time their respective viewing screens are synchronized and present the same contents, comprising the steps of:

at client system,

- (a) receiving the information about the download data rate progress being taken place at the helping agent system;
- (b) displaying the said information on the said client system's viewing screen;  
at helping agent system.
- (c) receiving the information about the download data rate progress being taken place at the client system;
- (d) displaying the said information on the said helping agent system's viewing screen; and
- (e) informing about the complete download status at the respective client and the helping agents' viewing screens.

**(New): Claim number 22 as filed being new with the application**

22. The method and system according to claim 21, wherein helping agent and client systems ensure that at any time the said systems are synchronized with respect to the presented information, comprising the steps of:
- (a) keeping track that the said systems share together the same copy of the address reference being used to access identical information through the available network resources; and
  - (b) if the address references at the said client and helping agent systems are different, then updating and synchronizing the address references at the said systems.

**(New): Claim number 23 as filed being new with the application**

23. The method and system according to claim 21, wherein client and helping agent systems ensure that the said systems are synchronized, comprising the steps of:
- (a) communicating about the characteristics of the accessed information as presented at the said client and helping agent systems; and
  - (b) activating a process that fetches the same set of information for the said systems through the available network resources.

**(New): Claim number 24 as filed being new with the application**

24. The method and system according to claim 1, wherein at least one helping agent or client system can launch video feed as part for providing online interactive help on their respective viewing screens in order to communicate through multimedia services.

**(New): Claim number 25 as filed being new with the application**

25. The method and system according to claim 1, wherein helping agent and client systems can interact through different levels of multimedia communication services, comprising the steps of:
- (a) monitoring the adequate bandwidth required to sustain the transmission of video information service used in providing on-line help session;
  - (b) continuously monitoring the available bandwidth;
  - (c) if the bandwidth drops below the required level, then switching to voice mode only; and
  - (d) using the stored video frames along with the voice mode to create a simulation of a live video/voice help session.

**(New): Claim number 26 as filed being new with the application**

- 26 A method and system for providing on-line assistance between client(s) and helping agent(s) wherein at least one client and helping agent systems can access and share multimedia information (data, voice, video) with one another, comprising the steps of:
- (a) identifying the type of multimedia information to be accessed and shared between client and helping agent systems;
  - (b) selecting an appropriate transport network with desired QoS parameters suitable for carrying the identified multimedia traffic type; and
  - (c) sharing and accessing the identical multimedia information types with the said client and the helping agent systems.

**(New): Claim number 27 as filed being new with the application**

27. A method and system according to claim 26, wherein at least one client and helping agent systems can access and share multimedia information, comprising the step of:

at client system,

- (a) transmitting a request directly to a helping agent system in order to receive desired information that needs to be fetched from any of the available network resources;

at helping agent system.

- (b) receiving the request from the client system;
- (c) fetching the requested information on the behalf of client system from any of the available network resources;
- (d) presenting the fetched information at the helping agent system; and
- (e) transmitting another copy of the fetched information to the requested client system.

**(New): Claim number 28 as filed being new with the application**

28. A method and system according to claim 26, wherein at least one client and helping agent systems can access and share multimedia information, comprising the step of:

at the designated gateway.

- (a) registering the client and helping agent systems' network addresses which intend to be engaged in a on-line helping session;

at client system.

- (b) transmitting a request directly to the said designated gateway in order to get the desired information that needs to be fetched from any of the available network resources;

at the designated gateway.

- (c) receiving the request from the said client system;
- (d) fetching the requested information on behalf of the said client system;
- (e) transmitting the requested information to the said client system;
- (f) transmitting another copy of the fetched information to the said helping agent system;

at helping agent system.

- (g) transmitting a request directly to the said designated gateway in order to get desired information that needs to be fetched from any of the available network resources;



at the designated gateway.

- (h) receiving the request from the said helping agent system;
- (i) fetching the requested information on behalf of the said helping agent;
- (j) transmitting the requested information to the said helping agent system; and
- (k) transmitting another copy of the fetched information to the said client system.

**(New): Claim number 29 as filed being new with the application**

29. A method and system according to claim 26, wherein at least one client and helping agent systems can access and share multimedia information, comprising the step of:

at client system,

- (a) transmitting a request directly to a server hosting the desired information;
- (b) receiving requested information from the said server;
- (c) transmitting another copy of the fetched information to the said helping agent system; and

at helping agent system,

- (d) receiving a copy of the fetched information directly from the client system.

**(New): Claim number 30 as filed being new with the application**

30. A method and system according to claim 26, wherein at least one client and helping agent systems can access and share multimedia information, comprising the step of:

at client system,

- (a) identifying the address reference of the host server containing the desired information that needs to be fetched;
- (b) transmitting the address reference of the host server to the said helping agent system;
- (c) transmitting a request for the desired information directly to the said host server;
- (d) receiving the desired information directly from the said host sever;

at helping agent system,

- (e) receiving the address reference of the said host server from the said client system;
- (f) transmitting a request for the desired information directly to the said host server;
- (g) receiving the desired information directly from the said host sever;

**(New): Claim number 31 as filed being new with the application**

31. A method and system according to claim 25, wherein at least one client and helping agent systems can access and share multimedia information, comprising the step of:

at client system,

- (a) transmitting its own network address reference to the host server containing the desired information;

at helping agent system,

- (b) transmitting its own network address reference to the said host server;

at the said host server,

- (c) registering both of the network address references received from the said client system in step (a) and from the said helping agent system in step (b);

at client system,

- (d) transmitting a request for the desired information to be fetched directly to the said host server;

at the said host server,

- (e) receiving the request for information from the said client system;
- (f) transmitting the requested information to the said client system;
- (g) transmitting another copy of the same information to the said helping agent system through the network address reference as registered with the said host server in step (c);

at helping agent system,

- (h) transmitting a request for the desired information to be fetched directly to the said host server;

at the said host server

- (i) receiving the request from information from the said helping agent system;  
(j) transmitting the requested information to the said helping agent system; and  
(k) transmitting another copy of the same information to the said client system through the network address reference as registered with the said host server in step (c);

**(New): Claim number 32 as filed being new with the application**

32. The method and system according to claim 26, wherein clicking at an on-line multimedia help icon at a client system establishes a unique log entry at the helping agent system. The method comprising the steps of:

at client system,

- (a) transmitting a request to establish a connection for on-line help session with the helping agent system;

at helping agent system,

- (b) capturing the network socket address received from the said client system;  
(c) creating a identifiable log entry based on full or part of the received network socket address in order to establish a multimedia help session;  
(d) transmitting the full or part of the received network socket address as part of data information back to the client system; and

at client system,

- (e) displaying the received partial or full network socket address at the launched help window;

**(New): Claim number 33 as filed being new with the application**

33. The method and system according to claim 26, wherein a system (client, gateway or helping agent) passes the network address information pertaining to a website to the other systems, comprising the step of:

at the said system,

- (a) resolving the network address against a known website address through Domain Name System (DNS) inquiry; and
- (b) informing the other systems needing the network address about the obtained network address of the website in order to avoid an extra step of DNS inquiry on behalf of other systems.

**(New): Claim number 34 as filed being new with the application**

34. The method and system according to claim 26, wherein at least one client or a helping agent can utilize the data part of multimedia help to fill out or complete any types of documents and then exchange the contents of the documents with one another.

**(New): Claim number 35 as filed being new with the application**

35. A method and system for providing an expert level support wherein a helping agent provides assistance to a client searching for information on a subject area, the method comprising the steps of:

at client system,

- (a) transmitting the request to access information on any subject area to a helping agent;

at the helping agent system,

- (b) receiving the request from the client;
- (c) searching the requested information by the helping agent through any of the available information resources;
- (d) optionally communicating or interacting with the client to narrow down the scope of the gathered information; and
- (e) transmitting the resulting information to the client.

**(New): Claim number 36 as filed being new with the application**

36. The method and system wherein a client can select a helping agent for assistance among a plurality of helping agents, the method comprising the steps of:
- (a) determining the record of past interactions of the client with a plurality of helping agents;

- (b) connecting the client to the helping agent with whom the client interacted in the past; and
- (c) if the client has interacted with multiple helping agents in the past then selecting the helping agent with whom the client interacted the most number of times.

**(New): Claim number 37 as filed being new with the application**

37. A method and system according to claim 36, wherein if a client rejects a helping agent then another helping agent will be assigned to the client.

**(New): Claim number 38 as filed being new with the application**

38. The method and system according to claim 19, wherein participating helping agent and client systems engaged in a multimedia session exchange and update mice cursor coordinates, comprising the steps of;

at all the participating systems,

- (a) invoking the procedure to register all the said participating systems into a multicast domain;

at the individual system,

- (b) continuously measuring the change in the mice coordinates against a criteria;
- (c) if the criteria values are met, transmitting the mouse coordinates to all the participating systems through multicast access procedures;

at all the participating systems,

- (d) updating the mice position coordinates as received from the individual systems; and
- (e) displaying a plurality of mice cursors corresponding to the updated position coordinates at the individual participating systems, wherein each displayed cursor represents some characteristics of its source or transmitting system.

**(New): Claim number 39 as filed being new with this amended list of claims**

39. The method and system according to claim 19, wherein plurality of mice cursors as shown at the participating helping agent and client systems' view windows can be able to present distinctive display characteristics, comprising;
- (a) distinguishing each of the mice cursors displayed at the participating systems through different colors or any combination;

- (b) distinguishing each of the mice cursors displayed at the participating systems through different blinking rates; and
- (c) distinguishing each of the displayed mice cursor through some characteristics that are associated with of its user's name or with system identification that transmitted it.

**(New): Claim number 40 as filed being new with this amended list of claims**

40. The method and system according to claim 21, wherein participating helping agent and client systems engaged in a multimedia session determine that at any time which system is directing the other systems to access or download information, comprising the steps of:

at the participating systems,

- (a) displaying a status window on each of the said systems;
- (b) identifying the incoming request from a system which generates the most recent and updated request to direct other said systems to fetch information from any available resources; and
- (c) appending that request at the top of a log table;
- (d) declaring the active status at the top of the log table of the system identified in step (b) through using any display characteristics as the system directing other systems to download the preferred information from available information resources.

**(New): Claim number 41 as filed being new with this amended list of claims.**

41. The method and system according to claim 26, wherein at least one helping agent assigns and transmits a unique serial identification number to at least one client to identify its distinct state of an on-line multimedia help session with the said client. The method comprising the steps of:

at client system,

- (a) transmitting a request to establish a connection for an on-line help session with the helping agent system;

at helping agent system,

- (b) creating an identifiable log entry that identifies the request for a multimedia help session with the said client system;

- (c) generating a unique and identifiable serial number distinctively identifying the sate of multimedia connection created for the said client;
- (d) transmitting the said unique number to the known network address of the said client;

at client system,

- (e) displaying the unique and identifiable serial number as transmitted by the said helping agent system in step (d); and
- (f) communicating the displayed serial number with the said helping agent.

**(New): Claim number 42 as filed being new with this amended list of claims.**

42. A method and system according to claim 26, wherein at least one client and helping agent systems can access and share multimedia information in peer to peer networking environment, comprising the step of:

at client system,

- (a) accessing information from a source on a network through using an identifiable address information;
- (b) capturing the said address information as used in step (a) necessary to uniquely identify and access a source on the network;

the address information, comprising at least one or combination of the following:

- (i) identifiable Application Layer parameters
  - (ii) identifiable Presentation Layer parameters
  - (iii) identifiable Session Layer parameters
  - (iv) identifiable Transport Layer parameters
  - (v) identifiable Network Layer parameters
  - (vi) identifiable Data-Link Layer parameters
- (a) transmitting the said captured address information directly to the helping agent system;

at helping agent system,

- (b) receiving the address information from the said client; and
- (c) using the said address information, directly accessing the identical information from the source as retrieved by the said client in step (a)

**(New): Claim number 43 as filed being new with this amended list of claims.**

43. A method and system according to claim 26, wherein at least one client and helping agent systems can access and share multimedia information, comprising the step of:

at all the participating systems,

- (a) invoking a procedure to register all the participating systems into a multicast domain;

at the individual system,

- (b) generating a request for information to be fetched through any available information resource;
- (c) forwarding the said request as generated in step (b) to all the participating systems through multicasting procedure;
- (d) accessing the information as identified by the request in step (b) directly through the available information resources; and
- (e) presenting the accessed information in step (d) on each of the individual participating systems.

**(New): Claim number 44 as filed being new with this amended list of claims.**

44. A method and system according to claim 26, wherein at least one client and helping agent systems can access and share multimedia information, comprising the step of:

at the participating systems,

- (a) invoking the procedure to register all the participating systems including a designated gateway into a multicast domain;

at the designated gateway,

- (b) receiving a request for information generated by at least one participating system through multicasting procedure;



- (c) accessing information as identified by the request in step (b) through the available information resources; and
- (d) transmitting a copy of the fetched information to the individual participating systems in the multicast domain

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